



# RepairCare

...a publication for automotive repair technicians in the Maryland Vehicle Emissions Inspection Program

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## VEIP Self-Service Kiosk Update

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) and the Maryland Department of the Environment (MDE) launched the Vehicle Emissions Inspection Program (VEIP) self-service testing kiosks in the summer of 2015 and now offer the self-service option to eligible vehicles at ten locations throughout the VEIP counties.



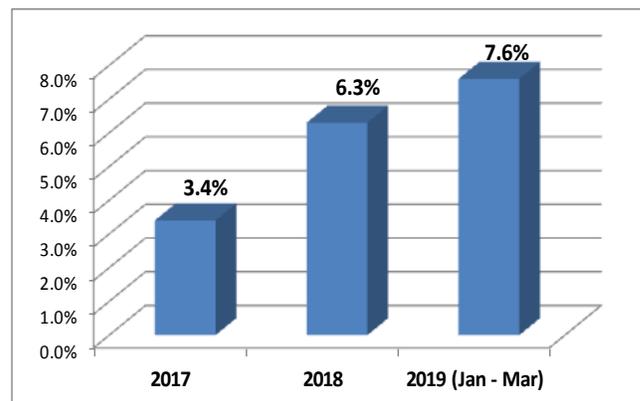
The ten kiosks have performed more than **175,000 VEIP tests** since their launch, and have had a steady customer satisfaction rating of 85 to 90%. Kiosk usage has been steadily increasing since 2015 due in part to the addition of kiosk locations, and software upgrades that have improved the test process and now permit self-testing for vehicles with expired VEIP due dates along with payment of late fees. Also, to enhance convenience, a recent upgrade at VEIP kiosks and stations now allows motorists to conduct an official VEIP test up to six months before the vehicle's VEIP due date.

All of the self-testing locations are operational 24 hours per day, 7 days per week for a reduced VEIP fee of \$10 payable by credit card only -Visa, MasterCard, American Express or Discover. The kiosks are located at the

*Bel Air, Beltsville, Frederick, Gaithersburg and Waldorf MVA branch offices and the Glen Burnie, Annapolis, Columbia, Edgewood Street (Baltimore) and Owings Mills VEIP stations.* For kiosk location addresses, and to view a self-service kiosk demonstration, go to the MDOT MVA VEIP home page at:

<http://www.mva.maryland.gov/vehicles/veip/>

## Kiosk Tests as % of Total (Kiosk Eligible) VEIP Tests



## Vehicles that qualify for self-testing include:

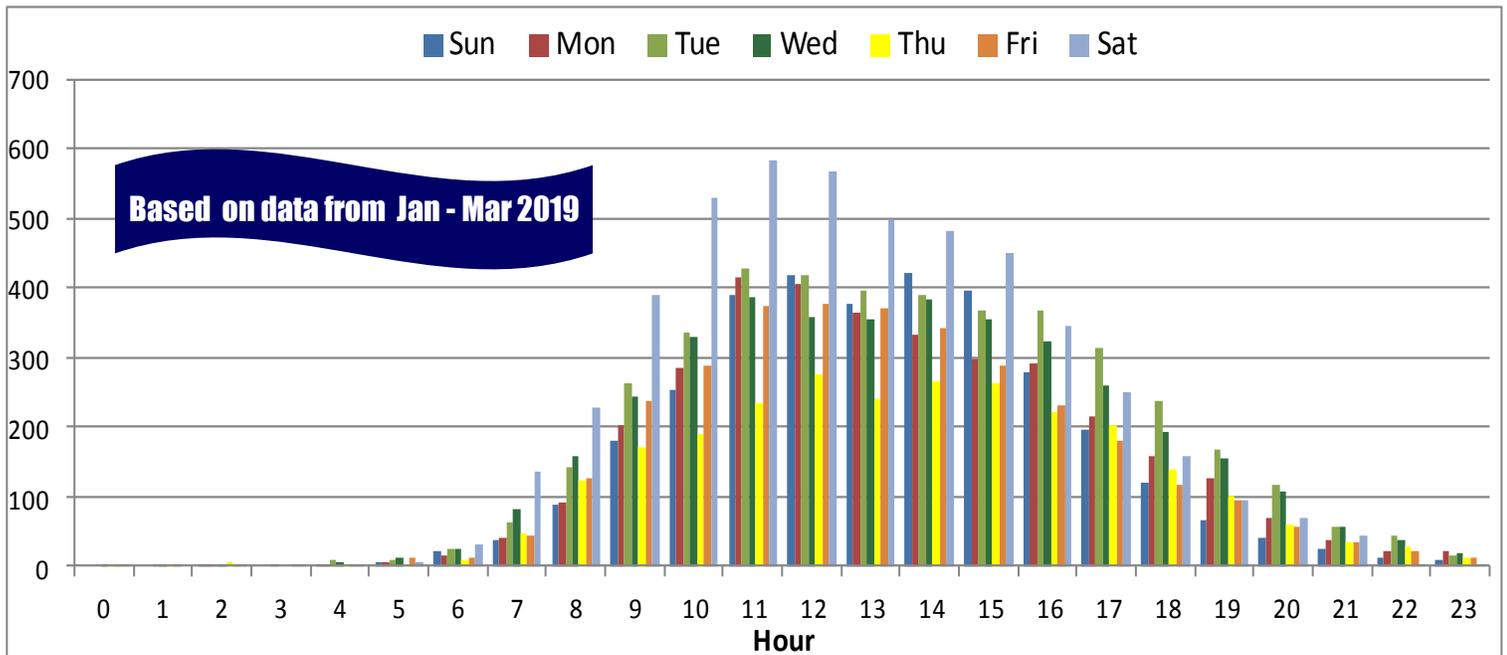
- **Model year 2005 and newer light-duty vehicles (8,500 lbs. GVWR and under)**
- **Model year 2008 and newer heavy-duty vehicles (8,501 lbs. GVWR up to 14,000lbs. GVWR)**



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## Kiosk Usage by Day & Time



### Kiosk Usage Summary

Tests Conducted:

- During VEIP Station Business Hours.....66%
- Before or After (Off) VEIP Station Operating Hours.....34%
- Weekend Off Hours.....23%
- Weekday Off Hours.....11%

**For further information** about VEIP, contact us via email at [mde.veip@maryland.gov](mailto:mde.veip@maryland.gov) or call (410) 537-3270.